Health Services Support Survey

For General Officers, COs, XOs, Command Senior Enlisted Leaders, and equivalent positions

Conducted by:
Naval Hospital Camp Pendleton
Jan-Feb 2006

NAVY MEDICINE
World Class Care…Anytime, Anywhere

Survey Information

- **Twelve question internet survey conducted in Jan-Feb 2006**
- **For Naval Hospital Camp Pendleton support areas**
  - **Sent to:** General Officers, Chiefs of Staff, Commanding Officers, Executive Officers, Sergeant Majors, Command Master Chiefs (and equivalent)
  - **Locations:** Camp Pendleton, Port Hueneme, Point Mugu, Seal Beach, Bridgeport, Barstow, and Yuma
- **Question response options:**
  - Excellent
  - Very Good
  - Good
  - Fair
  - Poor

2006 Survey Results (193 Respondents)

DEMOGRAPHICS	
What is your branch of service?	68% USMC
	30% USN
	2% Other
What is your current position?	15% CG/CO
	12% Deputy/XO
	58% Senior Enl
	16% Unknown

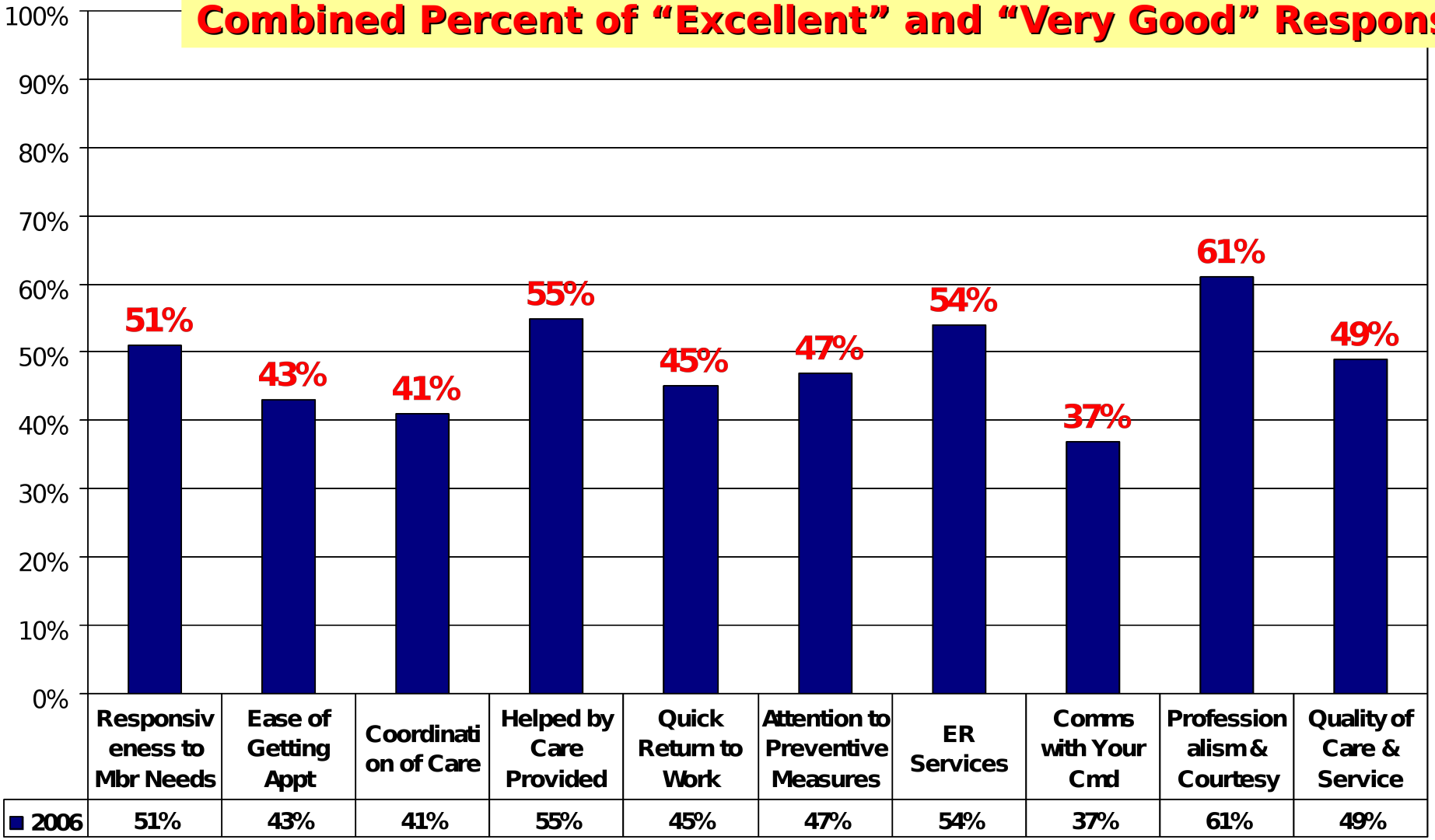
SURVEY QUESTIONS
Thinking about the healthcare services and support provided by the Naval Hospital and our Branch Clinics, please rate us on:
1. Our responsiveness to the needs of your service members.
2. The ease with which your service members were able to obtain appointments.
3. Our coordination of care when multiple providers or services were involved.
4. How much your service members were helped by the care we provided.
5. How quickly your service members were able to return to work.
6. Our attention to preventive measures to keep your service members healthy.
7. Our Emergency Department services.
8. How well we communicate with your command.
9. Our professionalism and courtesy.
10. The overall quality of care and services we provide.

2006 Survey Results (193 Respondents)

	Responsiveness to Mbr Needs	Ease of Getting Appt	Coordination of Care	Helped by Care Provided	Quick Return to Work	Attention to Preventive Measures	ER Services	Comms with Your Cmd	Professionalism & Courtesy	Quality of Care & Service
Poor	3%	7%	6%	2%	4%	2%	9%	9%	3%	3%
Fair	13%	15%	16%	12%	13%	13%	11%	20%	8%	10%
Good	33%	35%	37%	31%	38%	38%	26%	34%	28%	38%
Very Good	32%	28%	28%	39%	30%	31%	33%	22%	31%	32%
Excellent	19%	15%	13%	16%	15%	16%	21%	15%	30%	17%

2006 Survey Results (193 Respondents)

Combined Percent of "Excellent" and "Very Good" Response



	Responsiveness to Mbr Needs	Ease of Getting Appt	Coordination of Care	Helped by Care Provided	Quick Return to Work	Attention to Preventive Measures	ER Services	Comms with Your Cmd	Professionalism & Courtesy	Quality of Care & Service
2006	51%	43%	41%	55%	45%	47%	54%	37%	61%	49%

2006 Survey Comments Summary

Positive Comments	Number of Comments
Healthcare Services and Customer Service	23

Recommendations for Improvement	Number of Comments
Decrease Appt Wait Times and Improve Timeliness of Services	25
Staffing and other Resource Needs	17
Communication with Command	15
Customer Service	13
Pharmacy Services (Main Hospital)	10
Med Boards/PEB/LIMDU/Light Duty Processes	9
Continuity and Coordination of Care	8
Timeliness of Emergency Room Services	6
TRICARE / Specialty Referrals Process	5
Pharmacy Services (Port Hueneme)	3
Dental Service Support	2
Immunization Tracking and Support	1

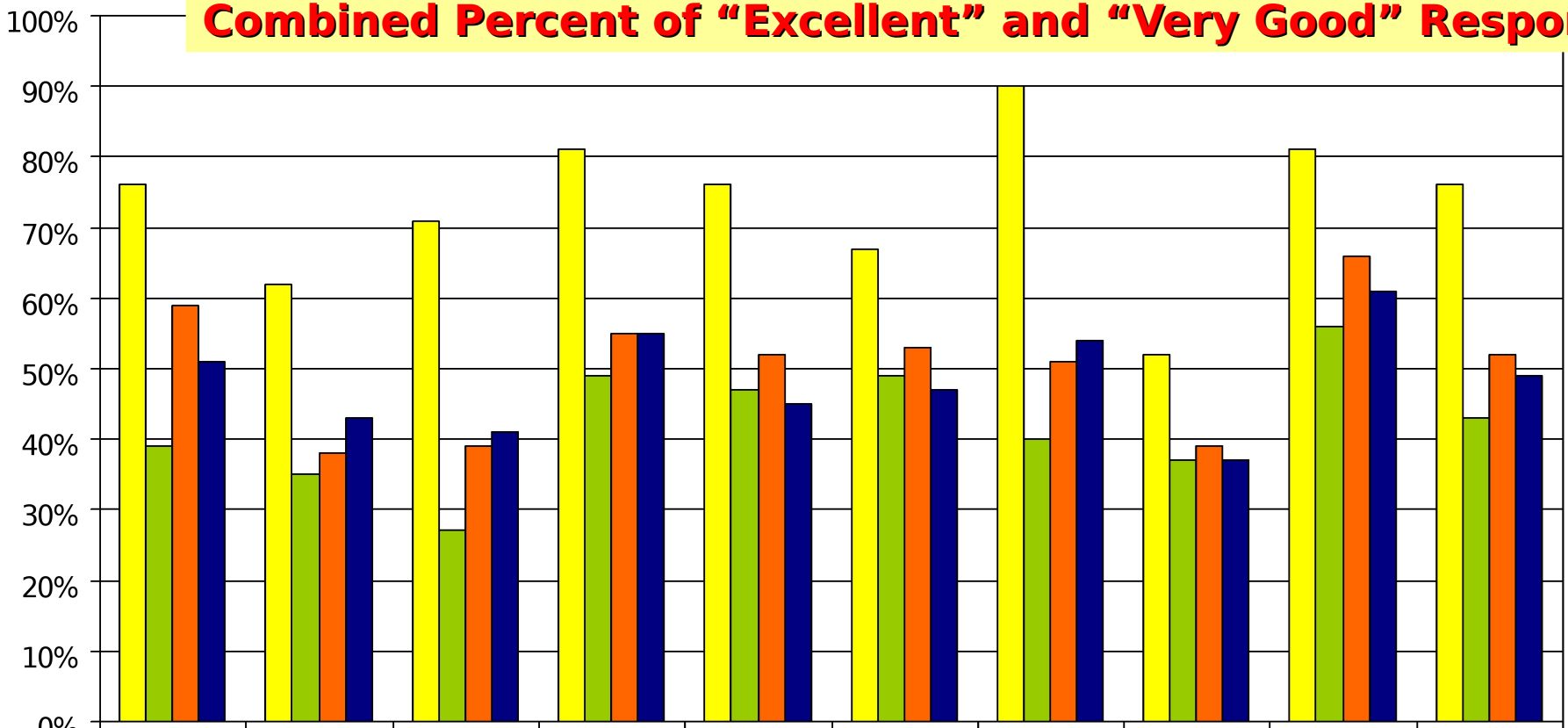
Survey Comparison Data

- **The same survey has also been conducted multiple Navy Medicine sites:**

Site	Year	Respondents
Naval Hospital Okinawa	2001	21
Naval Hospital Camp Lejeune	2004	51
Naval Hospital Camp Lejeune	2005	64
Naval Hospital Camp Pendleton	2006	193

Survey Results Comparison (2001-2006)

Combined Percent of "Excellent" and "Very Good" Respons



	Responsiveness to Mbr Needs	Ease of Getting Appt	Coordination of Care	Helped by Care Provided	Quick Return to Work	Attention to Preventive Measures	ER Services	Comms with Your Cmd	Professionalism & Courtesy	Quality of Care & Service
2001 (Oki)	76%	62%	71%	81%	76%	67%	90%	52%	81%	76%
2004 (Lej)	39%	35%	27%	49%	47%	49%	40%	37%	56%	43%
2005 (Lej)	59%	38%	39%	55%	52%	53%	51%	39%	66%	52%
2006 (Pen)	51%	43%	41%	55%	45%	47%	54%	37%	61%	49%

Thank you for your participation and your comments!

For additional information or comments, please contact your Naval Hospital Camp Pendleton leadership:

Captain Steve Nichols
Commanding Officer

Phone:
(760) 725-1304 (DSN 365)
E-mail:
smnichols@cpen.med.navy.mil

CMDCM Wendy Fischer
Command Master Chief

Phone:
(760) 725-1313 (DSN 365)
E-mail:
wlfischer@cpen.med.navy.mil

Your Naval Hospital and Branch Clinic Teams are continuing their work to improve our services and our support for Marines, Sailors, and their families.